

FaDSS Onsite Summary Report 2015
Prepared for the FaDSS Council
November 19, 2015

Background

Each grantee was evaluated on site during the period of November 2014 – June 2015.

Process

The onsite process is conducted over two different visits that are usually spaced out about a month. Grantees were notified prior to the first visit of the selection of one exited file per specialist.

Pre-Onsite

- FaDSS state manager and grantees will coordinate the dates of the onsite review process. After dates have been confirmed information will be sent out to grantees.
 - Results sheet from the previous year.
 - Draft schedule of the dates
 - Standard Guide (this will be used for an grantee self assessment)
- Grantees will fill in any blanks that are on the draft schedule and email to DCAA
- FaDSS state managers will confirm the schedule for the dates and returned to grantees a long with list of exited family names.

Phase 1 (1day)

- FaDSS state manager will attend staff meeting, one on one supervision or community meeting.
- FaDSS state manager will conduct observation of at least one home visit.
- FaDSS state manager will meet with Grantee management staff to discuss the standards guide and provide technical assistance on the standards.
- FaDSS state manager will provide a list of current families that will be reviewed during phase 3.
- FaDSS state manager will take exited family files.

Phase 2 (Desk review by DCAA)

- File review of exited family files.

Phase 3 (1 to 2 days)

- FaDSS state manager will review current family files.
- FaDSS state manager will review personnel files
- FaDSS state manager will review supervision and administrative standards.
- FaDSS state manager will conduct focus group with specialist.
- FaDSS state manager will conduct focus group with human resource, fiscal, and other key personnel that agency would like to attend. (Organizational standards review was suspended on 2/26/2016)
- FaDSS state manager will meet with FaDSS management group to review the organizational standards and provide technical. (Organizational standards review was suspended on 2/26/2016)
- FaDSS state manager will meet one on one with specialists and their supervisor to go over family files.
- Exit interview

Phase 4

- FaDSS state manager will write the final report.

- Grantees will write response to the final report if needed. (action plan)
- FaDSS state manager will accept the action plan or work with grantee to get the action plan approved.
- Grantee will implement action plan
- FaDSS state manager will monitor to ensure that action plan was carried out. (3 months after approval of action plan.

There will be a 3-4 week separation between Phase 1 and Phase 3.

Positive Trends

- Overall documentation for home visits is well done.
- Supervisors are doing a thorough job in the one-on-one supervision of staff.
- Contact notes are accurate and thorough. They provide a detailed account of the activities relating to the services to the family.
- Continue to do a good work around goal setting with families.
- Good tracking tools are used to make sure staffing occur.
- There continues to be good collaboration with PROMISE JOBS.
- Grantees provide opportunities for professional development to their staff.
- Grantees are creative in how they encourage specialist in collaborating and resource share. This leads to good team dynamics.
- The organizations are supportive of the overall FaDSS program.
- Specialists make timely and creative referrals to assist families in overcoming the issues they encounter.
- Grantees do a great job of collaborating between grantees to share information and to strategize service provision.
- Specialists do a good job with connecting families to a variety of resources.

Challenging Trends

- At times, it was noted there were struggles with family engagement. This struggle has an impact on recruitment and retention rates.
- Grantees have struggled at times with staff turnover. This can affect the high quality of service and capacity.
- Specialists have struggled with documenting the discussion of the overall initial timeline for working with families.

Future Plans

- Continue to enhance the professional development opportunities of the workforce.
- Individual technical assistance will continue to be provided to grantees to assist in program improvement to meet the program standards.
- Work on external system building efforts at the local and state level
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- Look at methods to improve family engagement strategies.
- FY 16 will implement the new method for reviewing organizational standards.